SAN DIEGO COUNTY TRANSFER OF CARE REPORT MAY 2018

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Introduction

Emergency medical services systems (EMS), hospitals and their emergency departments (ED), are fundamental components of San Diego County's health care delivery network. Together they provide the County's safety net for health care with 24/7 access to emergency health care services. San Diego County's hospital ED volume has grown substantially by 40 percent between 2006 and 2016, and presently San Diego County's hospitals average more than one million visits per year (as reported by hospitals to the Office of Statewide Health Planning and Development). The availability and effective functioning of the EMS system and the EDs are of vital importance to all San Diegans.

A significant concern among emergency medical services and emergency departments in San Diego County is ambulance patient offload delays (also called wall-time). Offload delays in EDs can cause extensive wait times for patients, while also impacting resource availability for hospitals and EMS providers that serve their community for emergency response.

The purpose of this report is to quantify offload times by various factors in an attempt to inform relevant community groups, hospitals, EMS agencies, County staff, and the general public as to the level and occurrence of offload delays occurring throughout the County so that necessary steps may be taken to alleviate specific offload delay issues.

(This introduction was adapted from the California Hospital Association's Toolkit to Reduce Ambulance Patient Offload Delays in the Emergency Department.)

NOTE: For ambulance patient offloads in which a transfer of care time is not established, the ambulance unit's "Cleared Destination" time is used to calculate offload time.

Transfer of Care Compliance: TOC compliance is defined by the percent of ambulance offloads in which a valid transfer of care time is entered into the approved TOC application located on the medic device (or hospital computer if the medic device is unavailable).

Rankings: San Diego County Emergency Departments are ranked based on the percent of offloads that are under 30 minutes. San Diego County Ambulance Response Zones are ranked by TOC compliance.

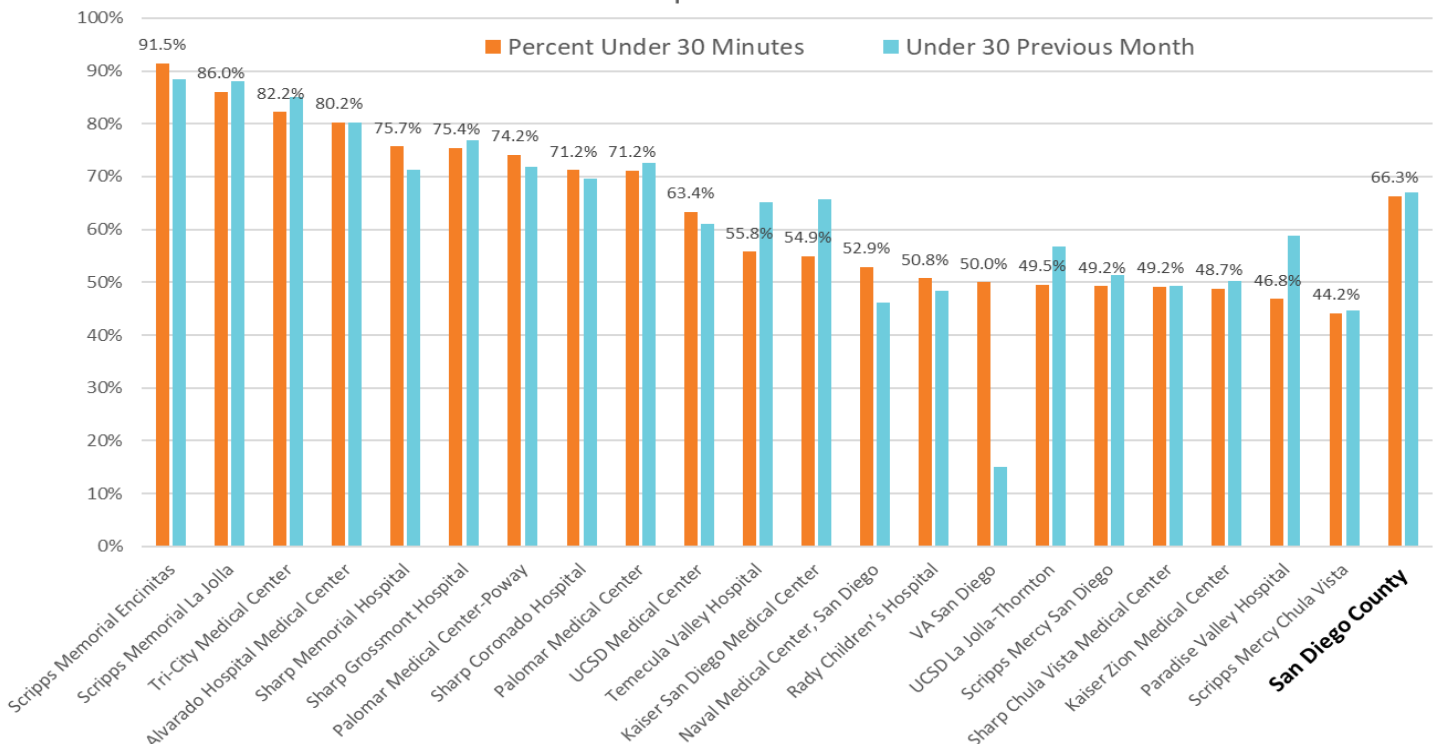# San Diego County Transfer of Care Report, May 2018

Transfer of Care Data, Separated by San Diego County Emergency Department

Table 1. Offload Times and TOC Compliance for San Diego County Emergency Departments, May 2018

Emergency Department	Rank	Total Offloads	Percent Under 30 Minutes	Under 30 Previous Month	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance
Scripps Memorial Encinitas	1	751	91.5%	88.4%	79.0%	11.2	28.3	75.4%
Scripps Memorial La Jolla	2	1,007	86.0%	88.0%	73.0%	8.9	31.6	77.0%
Tri-City Medical Center	3	1,100	82.2%	85.1%	60.8%	17.2	38.0	86.7%
Alvarado Hospital Medical Center	4	339	80.2%	80.2%	67.6%	12.0	37.4	71.7%
Sharp Memorial Hospital	5	1,611	75.7%	71.2%	63.6%	12.0	38.8	70.8%
Sharp Grossmont Hospital	6	1,937	75.4%	76.9%	61.2%	14.2	50.2	76.7%
Palomar Medical Center-Poway	7	414	74.2%	71.8%	52.4%	19.0	38.8	48.3%
Sharp Coronado Hospital	8	146	71.2%	69.6%	45.9%	21.2	37.8	34.9%
Palomar Medical Center	9	763	71.2%	72.5%	54.3%	18.6	48.3	76.4%
UCSD Medical Center	10	1,130	63.4%	61.1%	43.5%	23.3	42.8	59.9%
Temecula Valley Hospital	11	138	55.8%	65.2%	31.9%	26.8	48.2	47.1%
Kaiser San Diego Medical Center	12	162	54.9%	65.7%	27.8%	28.7	55.3	34.6%
Naval Medical Center, San Diego	13	155	52.9%	46.1%	24.5%	29.6	40.9	7.1%
Rady Children's Hospital	14	390	50.8%	48.3%	23.3%	29.7	46.3	12.6%
VA San Diego	15	18	50.0%	15.0%	5.6%	30.0	36.8	0.0%
UCSD La Jolla-Thornton	16	190	49.5%	56.7%	30.5%	30.0	46.3	24.7%
Scripps Mercy San Diego	17	1,615	49.2%	51.3%	29.0%	30.1	47.6	35.4%
Sharp Chula Vista Medical Center	18	815	49.2%	49.3%	31.4%	30.2	58.4	44.3%
Kaiser Zion Medical Center	19	671	48.7%	50.3%	27.3%	30.2	56.1	45.3%
Paradise Valley Hospital	20	506	46.8%	58.8%	26.1%	30.6	53.8	20.2%
Scripps Mercy Chula Vista	21	919	44.2%	44.7%	22.1%	31.2	50.7	24.4%
San Diego County Total		**14,777**	**66.3%**	**67.0%**	**48.3%**	**20.9**	**45.8**	**57.3%**

Figure 1

Percent of Offload Times Under 30 Minutes by San Diego County Emergency Department

San Diego County Transfer of Care Report, May 2018

Transfer of Care Data, Separated by San Diego County Ambulance Response Zone

Table 2. Offload Times and TOC Compliance for San Diego County Ambulance Response Zones, May 2018

Ambulance Response Zone	Rank	Total Offloads	Percent Under 30 Minutes	Percent Under 20 Minutes	Median Offload Time in Minutes	90th Percentile Offload Time in Minutes	TOC Compliance	Compliance Previous Month
CSA 69	1	736	89.8%	78.7%	11.2	30.8	98.5%	97.9%
Vista	2	509	84.9%	67.0%	16.1	34.1	93.7%	93.9%
San Marcos	3	481	82.3%	66.5%	15.6	38.6	92.1%	94.3%
Viejas	4	44	77.3%	54.5%	18.4	45.6	86.4%	70.8%
Carlsbad	5	378	95.2%	81.7%	10.7	23.3	85.7%	88.9%
Oceanside	6	635	82.0%	60.6%	16.5	39.6	83.6%	83.5%
Poway	7	145	89.7%	71.7%	11.9	30.1	82.8%	85.0%
Coronado	8	78	96.2%	79.5%	10.8	24.4	80.8%	72.8%
El Cajon	9	793	65.3%	49.6%	20.3	57.5	64.6%	66.8%
CSA 17	10	411	87.8%	70.8%	13.5	31.0	62.5%	61.5%
Sycuan	11	21	81.0%	66.7%	13.4	39.9	61.9%	60.0%
GHD Zone 1	12	945	75.7%	56.6%	16.4	47.4	61.5%	64.7%
Barona	13	27	85.2%	63.0%	15.5	40.2	59.3%	39.3%
GHD Zone 2	14	109	79.8%	56.9%	17.3	44.3	58.7%	56.5%
North County FPD	15	239	56.1%	37.2%	26.6	56.5	56.9%	80.2%
Valley Center FPD	16	160	52.5%	43.8%	24.8	61.8	52.5%	54.5%
Float Ambulances (AMR)	17	469	52.2%	36.5%	28.3	56.3	51.6%	60.4%
San Diego	18	6,838	59.4%	41.5%	26.2	43.7	47.3%	48.5%
Chula Vista	19	1,289	53.8%	32.0%	28.4	54.9	39.4%	40.2%
National City	20	470	52.3%	27.0%	29.2	55.0	21.1%	37.5%
Escondido	21	0	0.0%	0.0%	0.0	0.0	0.0%	0.0%
San Diego County Total		**14,777**	**66.3%**	**48.3%**	**20.9**	**45.8**	**57.3%**	**59.4%**

Figure 2

TOC Compliance by San Diego County Ambulance Response Zone

Source of all data: County of San Diego, Health and Human Services Agency, Medical Care Services Division, Emergency Medical Services, Transfer of Care Database (via FirstWatch), 2018.
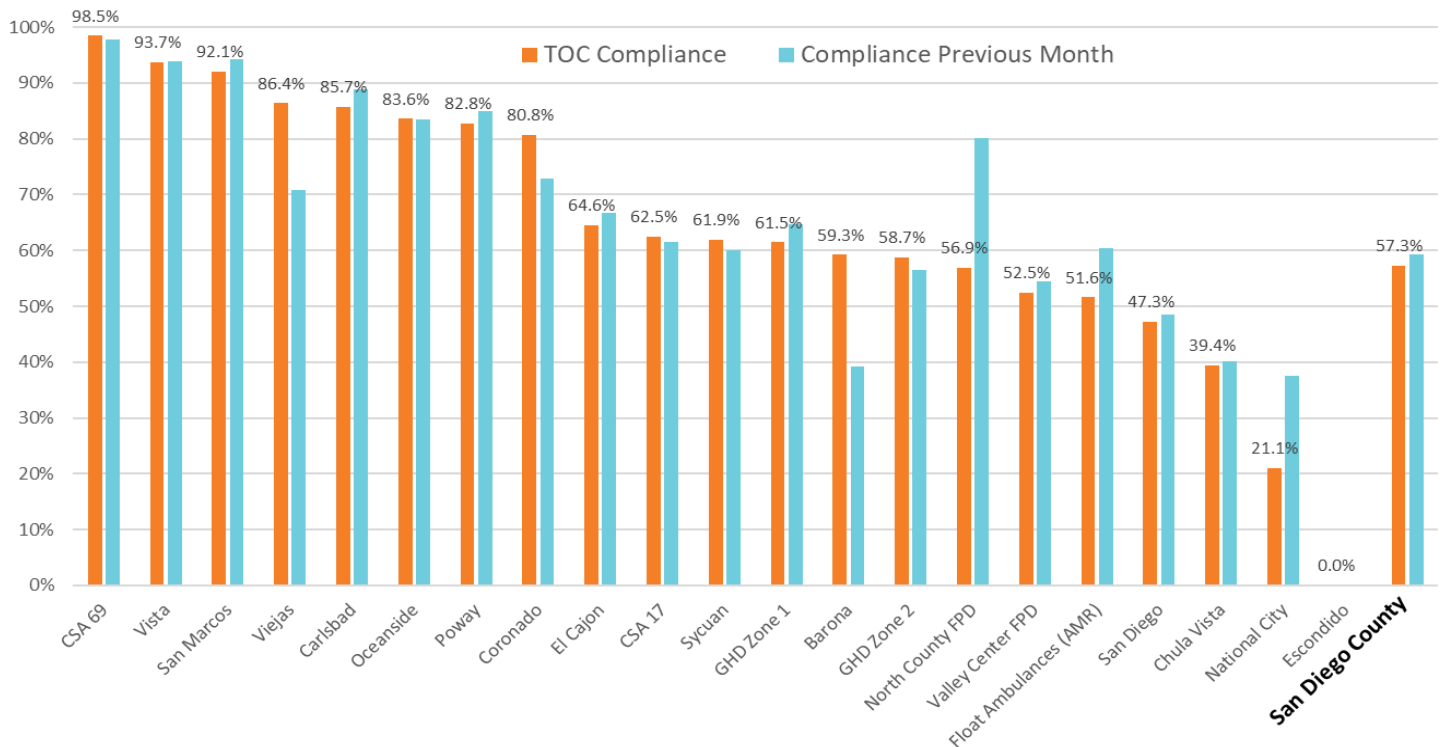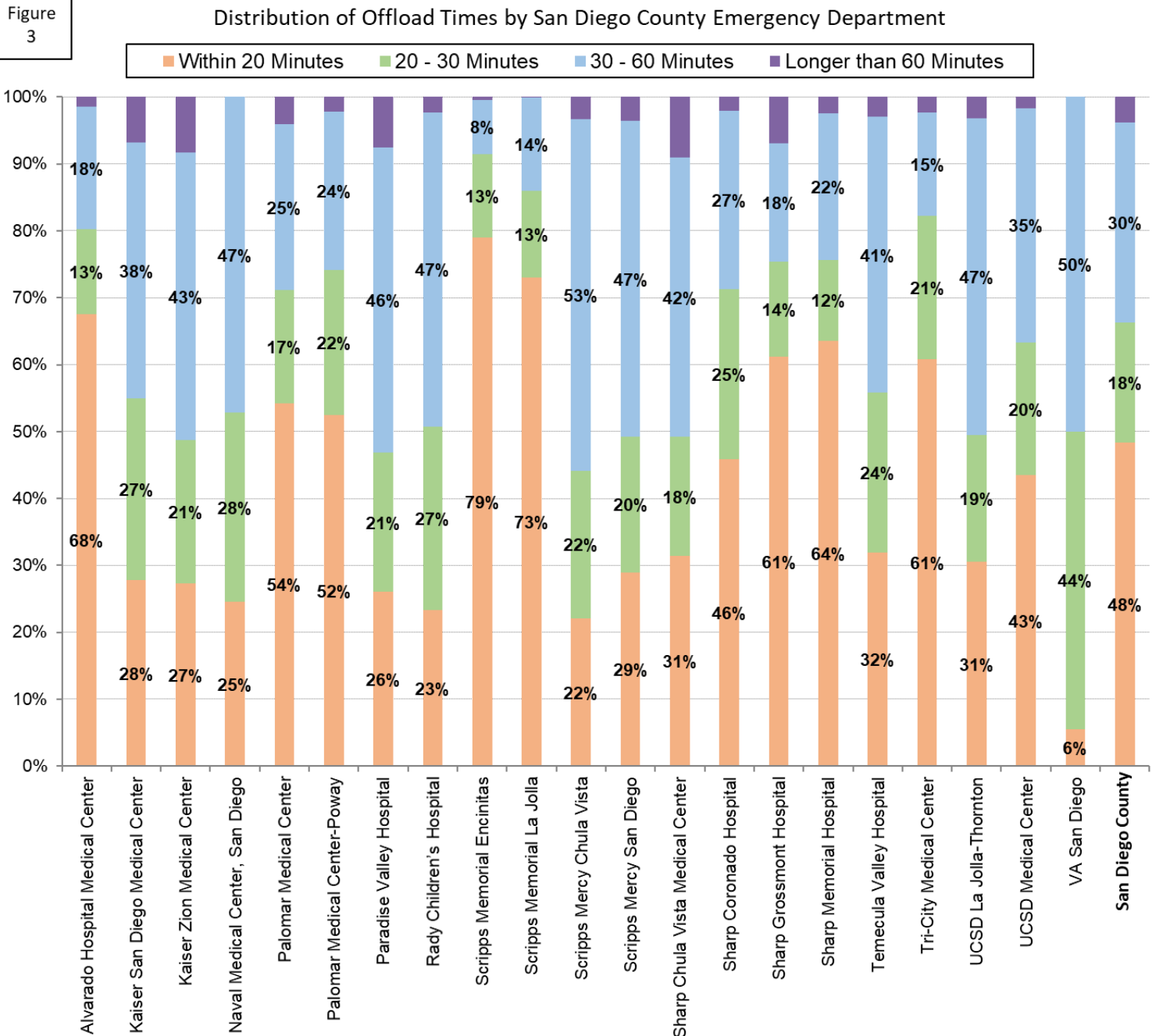
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Transfer of Care Data by Patient Offload Time Category

Figure 3

Distribution of Offload Times by San Diego County Emergency Department

Legend: ■ Within 20 Minutes ■ 20 - 30 Minutes ■ 30 - 60 Minutes ■ Longer than 60 Minutes

Emergency Department	Within 20 Minutes	20 - 30 Minutes	30 - 60 Minutes	Longer than 60 Minutes
Alvarado Hospital Medical Center	68%	13%	18%	
Kaiser San Diego Medical Center	28%	27%	38%	
Kaiser Zion Medical Center	27%	21%	43%	
Naval Medical Center, San Diego	25%	28%	47%	
Palomar Medical Center	54%	17%	25%	
Palomar Medical Center-Poway	52%	22%	24%	
Paradise Valley Hospital	26%	21%	46%	
Rady Children's Hospital	23%	27%	47%	
Scripps Memorial Encinitas	79%	13%	8%	
Scripps Memorial La Jolla	73%	13%	14%	
Scripps Mercy Chula Vista	22%	22%	53%	
Scripps Mercy San Diego	29%	20%	47%	
Sharp Chula Vista Medical Center	31%	18%	42%	
Sharp Coronado Hospital	46%	25%	27%	
Sharp Grossmont Hospital	61%	14%	18%	
Sharp Memorial Hospital	64%	12%	22%	
Temecula Valley Hospital	32%	24%	41%	
Tri-City Medical Center	61%	21%	15%	
UCSD La Jolla-Thornton	31%	19%	47%	
UCSD Medical Center	43%	20%	35%	
VA San Diego	6%	44%	50%	
San Diego County	48%	18%	30%	